

# DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

		RPA # <b>22-076</b>	EFFECTIVE DATE:
EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial) 192-302-4801-004		
DIVISION/UNIT DPP – Division of Professional Practices	CLASS TITLE Staff Services Manager II (Supervisory)		

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

The SSM-II manages both the Intake & Fingerprint Units in DPP under the general supervision of Staff Services Manager III (SSM-III), which requires a high level of expertise and knowledge regarding license discipline, the criminal justice system and data analysis. The SSM-II oversees the processes under their control and supervises the employees of units and provides the staff with the necessary support to complete their assigned duties.

Percentage of time performing duties      Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.

40%	<p><b><u>ESSENTIAL FUNCTIONS</u></b></p> <p><b>Directing:</b> On a daily basis oversees and directs the activities of the Intake Unit and the individuals assigned. Interprets and evaluates statutes and regulations (Education, Penal and Government Codes) for staff in consultation with staff attorneys. Guides staff with processing and completion of case files. Reviews staff case files and determines level of Committee of Credentials (CoC) review based on several factors including types and severity of crimes, adverse actions, and prior misconduct. Ensures that documents received are processed in a timely manner and result in case files being opened and assigned to the appropriate staff member for review.</p> <p>On a daily basis oversees and directs the activities of the Fingerprint Unit and the individuals assigned. Acts as a Custodian of Records for the Commission regarding Department of Justice (DOJ) fingerprint records. Works with the Commission's IT unit to enhance or correct issues related to the DOJ fingerprint process. Ensures that staff reviews the automated criminal history information provided by the DOJ and takes the best course of action based on the criminal history, existing laws, regulations and procedures.</p> <p>Obtains feedback and advises DPP management of issues related to production efficiency. Creates and manages incentive and reward systems for employees and conducts progressive discipline when employees fail to meet performance standards.</p>
15%	<p><b>Planning:</b> Provides analysis and advises management of trends in the number of cases received and processed each month in both the Intake &amp; Fingerprint Units. Provides analysis of future staffing needs including the number and types of staff required to meet production goals. In cooperation with management and the information technology staff plans systems to create processes to increase the efficiency of the unit staff assigned.</p>
15%	<p><b>Organizing:</b> in concert with DPP management organizes the necessary supports for their unit including, but not limited to: assuring necessary supplies are available to meet caseload goals; assuring necessary support services are provided in a timely manner such as legal approval and facility readiness.</p>

## DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

15%	<b>Controlling:</b> maintains data related to the intake of cases and production for their assigned unit and provides monthly feedback to the employees assigned to their unit. Establishes procedures to collect data. Based upon data collected creates performance measures for the employees assigned to their unit and incorporates these measures into performance standards for their assigned employees. Provides weekly workload reports to management comparing receipt of cases under their control to completion of staff work.
10%	<b>Administrative functions:</b> conducts an array of administrative functions, including but not limited to evaluating performance, approving time reports, preparing probation reports, documenting employee issues and preparing the necessary documentation for hiring including job bulleting, duty statements and evaluative tools for interview.
5%	<b><u>MARGINAL FUNCTIONS</u></b> Develop and design database system modifications to enhance work efficiencies. Test and implement changes working with Information Technology staff and other DPP staff used to collect data and produce reports.

### KNOWLEDGE AND ABILITIES

#### *Knowledge of:*

1. Current laws, codes and regulations regarding teacher education and disciplinary practices in California
2. Current laws related to criminal justice system, including infractions, misdemeanors and felonies as well as rehabilitation
3. Administrative functions, organization and structure of Commission on Teacher Credentialing.
4. Trends and practices in the disciplinary process of teacher education.
5. National and regional policies and procedures regarding disciplinary practices.
6. California principles and methods of disciplinary practices for teachers.
7. State personnel practices.

#### *Ability to:*

1. Interpret and apply provisions of the California Education Code, Penal Code, Government Code and the policies and regulations of the Commission on Teacher Credentialing.
2. Analyze policy issues in teacher discipline.
3. Analyze legislation and its fiscal impact on the Commission.
4. Perform in an independent and creative manner.
5. Speak effectively and write clear, concise reports.
6. Utilize effective techniques in human relations.
7. Analyze situations accurately and take effective action.
8. Analyze policy issues related to the evaluation of professional practices.
9. Utilize alternative approaches to the determination of program status.
10. Implement data systems to improve efficiency of DPP division.
11. Prepare policy recommendations, workload reports and agenda items.
12. Collects and interprets data to establish production standards and create and evaluate workflow processes.

### DESIRABLE QUALIFICATIONS

- **Integrity** – consistently adheres to his/her duties to execute the mission and responsibilities of the CTC.
- **Expertise** – be a reliable source of accurate information.
- **Teamwork** – works collaboratively and in recognition of the contribution each makes to the common purpose.

## DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

- **Respect** – recognizes the validity of other points of view and treats others with civility.
- **Problem Solving** – strives to find practical and effective solutions to achieving desired goals

### **SPECIAL PERSONAL CHARACTERISTICS** (optional...if not on the class spec, do not include)

- N/A

### **INTERPERSONAL SKILLS** (optional)

- An ability to be empathetic to employee concerns and to communicate effectively the goals of the unit.

### **WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES**

#### Work Environment:

- Overtime may be necessary depending upon the situation (ie travel, attendance at conferences etc.)
- Requires prolonged sitting, use of telephones and computers, frequent contact with employees and some public contact. Requires mobility to various areas of the CTC and the ability to work business hours of 8 am to 5 pm.
- Demonstrates a commitment to perform duties in a service-oriented manner. Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Requires fingerprint clearance.
- Has daily contact with CTC management and staff.
- Willing to travel.

#### Physical Ability

- Must possess and maintain sufficient strength, agility, endurance and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

#### Mental Ability

- Ability to communicate clearly and tactfully; read and follow written and oral instructions; and to change tasks and work with multiple task assignments

***Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.***

### **PERSONAL CONTACTS**

- CTC management and staff
- Educators and the Public
- Stakeholders
- Commission and Committee of Credential members

### **LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES**

Incumbent will have a high level of responsibility. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized person, and may result in adverse actions. The actions of the individual can and will affect the Commission public responsibility and the safety of the children of California.

MANAGER/SUPERVISOR'S NAME (Print)

Gilberto Gonzalez

MANAGER/SUPERVISOR'S SIGNATURE

DATE

8/1/2016

**EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE